

# Introduction: FY Travel Charge Card Management Plan



# Background

- The Department is obligated to report its annual charge card management plan to OMB each January
- Travel charge cards are established for the Government via the Federal Travel Regulation
- The Agency Senior Travel Official is delegated authority to establish and integrate travel policy with the Department's financial policy, and to oversee the execution of associated programs
- PSC has prepared a Travel Charge Card Management Plan that will serve as the Department's "playbook"

# Background

- Approximately 25 laws, regulations, Executive Orders, directives, instructions, reviews/assessments, and policies establish with certainty an Agency's obligation to properly manage CBA and IBA travel charge cards as a performance-based program
  - One key document is OMB A-123, Appendix B
- Nearly 300 hours devoted to research, aligning the various sources, cataloging what's currently done, establishing the connectivity to HHS, and defining an achievable/actionable path

## Features: Design

- A structured travel program integrator
- Explanatory; has utility
  - Answers the question, “What must I do?”
- Non-disruptive, but action-oriented
  - An emphasis on “informed compliance”
    - The employee is informed –they understand the “Why?”-- so they comply
- Performance-based & positioned to mature
  - Aligns to performance obligations and objectives
  - Performance measures are being established
  - The effectiveness of the control activities will be assessed

**IMPORTANT!**

The plan is a near-complete draft.  
It will be finalized with your input considered.

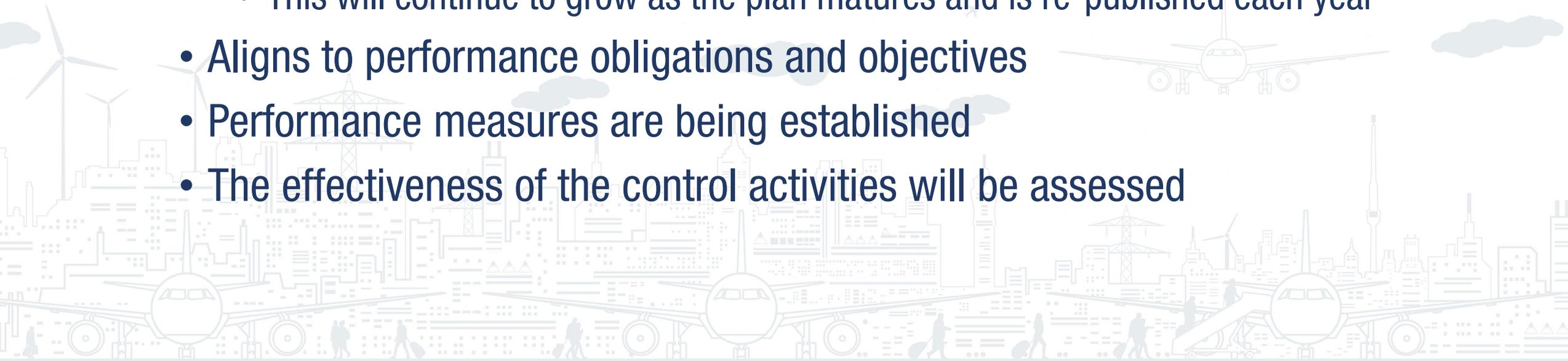
## Features: Design

- Primary areas associated with the five key OMB A-123 obligations:
  - Risk management
  - Strategic sourcing
  - Training
  - Refunds (Rebates)
  - Tax Recovery



## Features: Design

- Action-oriented & performance-based
  - More than 150 control activities
    - Most are required or already performed
    - This will continue to grow as the plan matures and is re-published each year
  - Aligns to performance obligations and objectives
  - Performance measures are being established
  - The effectiveness of the control activities will be assessed



## Features: PSC Card Program Management Objectives

- Immediately reinvigorate internal (management) control of the Department's collective Travel Charge Card Program
- Reduce Risk of loss of internal (management) control over financial operations, program management and mission readiness
- Meet the Department's various obligations set forth in laws, regulations and directives
- Advance overall mission readiness
- Establish Department-wide Travel Charge Card Program Management uniformity
- Compel employee cooperation through "informed compliance"

## Features: HHS FY20 Performance **Outcomes**

- Promote a climate of internal (management) control over the Department's travel charge card program through a control environment, through risk assessment, by the application of control activities, performing monitoring, and by communicating
- Reduce the IBA travel charge card delinquency rate
- Maximize the overall IBA and CBA travel charge card rebate rate
- Make CBA payments in a timely fashion

## Features: HHS FY20 Performance **Outcomes**

- Promote payment efficiency and accuracy by reducing risk of erroneous or improper payments applied applicable to IBAs
- Establish a minimal level of workforce competence with regards to IBAs and CBAs, and maintaining it
- Promote accurate CBA reconciliations
- Automate CBA reconciliations
- Reduce risk of travel charge card abuse/misuse

## Next steps

- Seeking input on performance measures
  - “SMART”
    - Specific, Measurable, Attainable, Relevant and Time-based
- Agency/Organization Program Coordinators must:
  - Review by Aug. 2, 2019
  - Introduce the draft to their respective Operational Divisions
  - Provide feedback to PSC by Aug. 13, 2019

# SMART performance refresher

- Specific
  - E.g. “100 percent of IBA travel charge cardholders will complete training....”
- Measurable
  - Quantitative v. Qualitative
    - Numerically expressed: how many; how much; how often.
    - Measures of “types”; “it’s reasonable to conclude”
- Attainable
  - The art of the possible
- Relevant
  - Outcome’s important. Throughputs aren’t
- Time-based
  - When it will be achieved; the target to shoot for



# Input needed

- A managed input process is necessary to ensure that your expertise is factored
- PSC seeks *substantive* input
- Input should be suggestive; be relevant to the topic
  - What's needed to be successful
- Please refrain from *editing*:
  - Grammar, spelling or word choice changes
  - Format
  - We will not be able to address questions or commentary

**Draft**  
FY20 HHS Travel Charge Card  
Management Plan

 Microsoft Word Document

 Microsoft Excel Worksheet

Double-click the icons to open

# Questions?

